



Town of Gilbert Consolidated Annual Performance and Evaluation Report (CAPER)

2019-2020

Community Development Block Grant Home Investment Partnership

November 4, 2020

Additional information related to this report is available upon request at:

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Table of Contents

CR-05 Goals and Outcomes	1
Table 1 - Accomplishments – Program Year & Strategic Plan to Date.....	3
CR-10 Racial and Ethnic Composition	5
Table 2 – Table of assistance to racial and ethnic populations by source of funds	5
CR-15 Resources and Investments 91.520 (a)	6
Table 3 – Resources Made Available.....	6
Table 4 – Identify the geographic distribution and location of investments.....	6
CR-20 Affordable Housing 91.520 (b)	9
Table 5- Number of Households	9
Table 6- Number of Households Supported	9
Table 7 – Number of Persons Served	10
CR-25 Homeless and Other Special Needs 91.220 (d,e); 91.320 (d,e); 91.520 (c)	12
CR-30 Public Housing 91.220 (j)-(k); 91.320 (1)-(j)	15
CR-35 Other actions 91.220 (j)-(k); 91.320 (i)-(j)	16
CR-40 Monitoring 91.220 (d,e); 91.520 (c)	19
CR-45 CDBG 91.520 (c)	21
Gilbert Accomplishment Summary.....	22
Reports	To be added
Public Notice Information	To be added
Public Comment and Response.....	To be added

CR-05 - Goals and Outcomes

Progress the jurisdiction has made in carrying out its strategic plan and its action plan.

91.520(a)

This could be an overview that includes major initiatives and highlights that were proposed and executed throughout the program year.

For the Fiscal Year 2019-2020 and the final year of the consolidated plan, it was proposed that Gilbert would utilize funds for the Emergency and Minor Home Repair Program to alleviate health and safety hazards for sixty (60) Gilbert homeowners, begin design for the repair and replacement of sidewalks in the Heritage Center that are not ADA compliant, complete design for the renovation of the Heritage Center exterior grounds and parking areas to improve accessibility and become ADA compliant, and conduct a fair housing workshop.

The emergency and minor home repair program (EMHR) assisted seventy nine (79) homeowners during the year, far exceeding the original goal. The EMHR program was successful in repairing and replacing HVAC systems (28%), making plumbing repairs (23%), assisting with roof replacements or repairs (7%), electrical (3%), and other multi-discipline repairs for low and moderate income residents. Last year, the program had met and exceeded the total number anticipated over the five year plan, and with the number of households assisted this year, the program has helped a total of 331 total. In order to meet and complete the demand for service, all allocated funding of \$324,000 was utilized on the program and additional funding of \$19,673.93 was transferred to the program from administrative and project savings.

The ADA Sidewalk repairs design focus is in the Heritage District and the first phase is Zone 5 of the ADA Assessment Report that was completed in November of 2018. Zone 5 is bounded by the UPRR to the north, Gilbert Road to the east, Elliot Road to the south and the Boys and Girls Club to the west. Design plans were at 30% by June 2020 and it is anticipated that 100% designs would be finalized by December 2020. The project will continue into 2021 for construction.

The Heritage Center began operation in June 2018 and includes AZCEND- CAP office and Family Resource Center, WIC, Southwest Behavioral and Health Services and Dignity Health Foundation Children's Dental Clinic, Hearing and Vision Screening Program, Immunization Clinics and Healthier Living workshops. Total served this past program year of all services was 11811 individuals and included 423 therapy sessions, 2668 nutrition education sessions, 990 direct financial assistance payments and 3863 parent/child contacts. With the continued high use of the Heritage Center it was identified that patrons had difficulty in accessing the building due to poor wayfinding and ADA compliance of the exterior. The master plan design concept was started in 2019 and conceptual plans were completed in June 2020. It is anticipated that final construction plans will be complete in 2021 and improvements will begin at that time.

Finally, Gilbert conducted a Fair Housing workshop. The free legal workshops were offered focusing on fair housing and issues related to HOA's. Due to the pandemic, the event had to pivot in the presentation style by offering it virtually instead of in person. The positive of this presentation style was the event was recorded and now posted to the Town of Gilbert's website for future viewing by anyone interested or in need of information. The target for participation was 50 and unfortunately we did not reach that goal but had 16 registered (3 attended) for the fair housing portion and 3 registered (1 attended) for the HOA information. However, the presentation was sent electronically to all those who did register so they could watch and a more convenient date/time.

Comparison of the proposed versus actual outcomes for each outcome measure submitted with the consolidated plan and explain, if applicable, why progress was not made toward meeting goals and objectives. 91.520(g)

Categories, priority levels, funding sources and amounts, outcomes/objectives, goal outcome indicators, units of measure, targets, actual outcomes/outputs, and percentage completed for each of the grantee's program year goals.

Goal	Category	Source / Amount	Indicator	Unit of Measure	Expected – Strategic Plan	Actual – Strategic Plan	Percent Complete	Expected – Program Year	Actual – Program Year	Percent Complete
Emergency & Minor Home Repair	Affordable Housing	CDBG: \$1,250,000	Homeowner Housing Rehabilitated	Household Housing Unit	178	331	185%	60	79	131%
Gilbert Wellness & Resource Center	Non-Homeless Special Needs	CDBG: \$496,000	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	875	8460	966.86	5000	11811	263%
Homelessness	Homeless	General Fund: \$108,200	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	650	729	112.15%	130	210	161%
Public Facilities, Improvements and Infrastructure	Non-Housing Community Development	CDBG: \$1,585,750	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	5425	11551	212.92%	5000	1214	24.28%

Table 1 - Accomplishments – Program Year & Strategic Plan to Date

Assess how the jurisdiction's use of funds, particularly CDBG, addresses the priorities and specific objectives identified in the plan, giving special attention to the highest priority activities identified.

Gilbert conducted a new Community Needs Assessment, finalizing the results in December 2019. This needs assessment was designed to review progress to date from the 2014 Needs Assessment and help identify continued or new gaps in resources, plus prioritize populations in need of additional services in Gilbert. Individuals in need of mental health and substance abuse treatment, Survivors of domestic violence, sexual assault and abuse, and human trafficking, Families in crisis, Homeless individuals and families and Low to moderate income individuals and families were identified as the top five populations in need residing in Gilbert.

A critical piece to note in the prioritized list of recurrent needs common to all population groups is additional safe, affordable housing options. With this in mind, one of the highest priority activities utilizing CDBG to meet community needs is the mission to provide a suitable living environment by revitalizing low- to moderate income neighborhoods and generating affordable housing opportunities. Specifically, Gilbert's Emergency and Minor Home Repair program assisted low and moderate residents with alleviating health or safety hazards in their home. Of those residents, 28% were very low income, 35% were low income and 16% qualified as moderate income and \$343,673.93 of CDBG funds were used in support of the program.

Gilbert did also complete the acquisition and rehabilitation of two homes during the 2019 program year using \$275,276 and \$250,358.50 of HOME fund dollars. Both are three bedroom rental homes and are managed by ARM of Save the Family. These acquisitions bring the total number of permanent affordable rental homes in Gilbert to seventeen (17).

The plan also outlined expenditures of Gilbert's CDBG funds to repair and replace non ADA compliant infrastructure in the Heritage District, specifically sidewalks in Zone 5 plus renovate the exterior of the Heritage Center. Our high need populations receive services through the Heritage Center, therefore it was important to focus on physical accessibility. The sidewalks and access points of the Heritage Center are in Zone 5 and this project had 30% design drawings completed by June 2020. The master concept plan for the exterior improvements to the Heritage Center were also substantially complete by June 2020. It is expected that both projects will continue into next year to finalize construction plans and begin improvements. Current expenditures as of June 2020 were \$91,863.55

Finally, Gilbert leverages general fund dollars with non-profit providers to enhance services for Gilbert residents. In 2019-2020, 24 different non-profit organizations were assisted with funding for 26 programs totaling \$425,000. The organizations funded focused on families in crisis, low/moderate income individuals, the elderly/seniors, homeless individuals and families, special needs individuals, and youth.

CR-10 - Racial and Ethnic composition of families assisted

Describe the families assisted (including the racial and ethnic status of families assisted).

91.520(a)

	CDBG
White	70
Black or African American	7
Asian	1
American Indian or American Native	1
Native Hawaiian or Other Pacific Islander	0
Other-Multi	0
Total	79
Hispanic	26
Not Hispanic	53

Table 2 – Table of assistance to racial and ethnic populations by source of funds

Narrative

The numbers in table 2 are representative of the families assisted with the Emergency and Minor Home Repair program.

In addition, the Heritage Center served the following demographics. White: 5542; Black/African American: 1496; Asian:391; American Indian/Alaskan Native:884: Native Hawaiian/Other Pacific Islander:24; American Indian/Alaskan Native and White: 3: Asian and White:6; Black/african American and White: 5; Other: 3460. This included 1935 Hispanic ethnicity as well.

CR-15 - Resources and Investments 91.520(a)

Identify the resources made available

Source of Funds	Source	Resources Made Available	Amount Expended During Program Year
CDBG	public - federal	1,136,395	786,180
Other (CDBG-CV)	Public-federal	568,026	0

Table 3 - Resources Made Available

Narrative

In program year 2019, the following was expended on projects/activities:

- \$ 91,863.55 supported the ADA Sidewalk Repair project
- \$ 36,492.79 Heritage Center exterior renovation
- \$ 152,265.60 Fair Housing presentation and Administration
- \$ 343,673.93 Emergency and Minor Home Repair program which included an additional \$ to meet the demand for service.

In addition, Gilbert expended \$129,272.92 which should have been recorded in September 2019 for the previous water line project but was not recorded until May therefore it missed the last reporting.

\$425,000 in general fund dollars to support 26 different social service programs provided by 24 organizations to Gilbert residents.

Gilbert aquired and rehabilitated 2 homes in program year 2019 using a total of \$525,634.50 HOME funds. Gilbert contracts with ARM of Save the Family and these acquisitions brings the total number of permanent affordable rental homes in Gilbert to seventeen (17).

Gilbert also received an allocation of CDBG-CV in the amount of \$568,026 with contracts beginning in June but expenditures not being realized until the next program year.

Identify the geographic distribution and location of investments

Target Area	Planned Percentage of Allocation	Actual Percentage of Allocation	Narrative Description
65	65	67	ADA design for Heritage Exterior and Heritage District Zone 5 sidewalkds
Town-wide	35	33	Services are provided to income eligible residents town-wide

Table 4 – Identify the geographic distribution and location of investments

Narrative

The Heritage District continued to be the main focus of CDBG funds for ADA repairs and renovation. The Heritage District area includes U.S. Census Tracts 422401.2 which contains 76.67% low to moderate income residents.

The Emergency and Minor Home Repair (EMHR) program does assist qualifying resident's town wide. Specifically, 37% of funds were committed to the EMHR program and the rest is used for administration which is also considered a town wide impact. The EMHR program also assisted homeowners in the Heritage District, totaling 12% of the homeowners assisted.

Leveraging

Explain how federal funds leveraged additional resources (private, state and local funds), including a description of how matching requirements were satisfied, as well as how any publicly owned land or property located within the jurisdiction that were used to address the needs identified in the plan.

The Town of Gilbert partners with local and regional non-profit partners to implement and administer many of the housing and human services programs in Gilbert. As such, non-profit partners are able to leverage Gilbert funds with other private, state, and local funds to provide additional services and support for Gilbert residents receiving assistance through the program.

If a non-profit provider is a recipient of Gilbert HOME funds, they are required to provide the non-federal match before receipt of HOME funds. Match funds are documented and monitored to ensure federal regulations are followed. In program year 2019, ARM of Save the Family, Gilbert's recipient of HOME funds was committed to a total of \$131,252.50 non-federal match to assist in purchasing and rehabilitating two permanent affordable rental homes in Gilbert. However, with the impact of the pandemic, ARM of Save the Family and Gilbert utilized the waiver granted by HUD through the CARES Act for \$68,662.50 due to the timing of the purchase.

CR-20 - Affordable Housing 91.520(b)

Evaluation of the jurisdiction's progress in providing affordable housing, including the number and types of families served, the number of extremely low-income, low-income, moderate-income, and middle-income persons served.

	One-Year Goal	Actual
Number of Homeless households to be provided affordable housing units	0	0
Number of Non-Homeless households to be provided affordable housing units	1	1
Number of Special-Needs households to be provided affordable housing units	0	0
Total	1	1

Table 5 – Number of Households

	One-Year Goal	Actual
Number of households supported through Rental Assistance	0	0
Number of households supported through The Production of New Units	0	0
Number of households supported through Rehab of Existing Units	58	79
Number of households supported through Acquisition of Existing Units	1	0
Total	59	79

Table 6 – Number of Households Supported

Discuss the difference between goals and outcomes and problems encountered in meeting these goals.

Gilbert typically partners with a non-profit organization to purchase and rehabilitate one single family dwelling unit each year to be used as permanent affordable rental housing. However, due to the market availability, Gilbert finalized the acquisition of two homes in 2019 and has thereby increased Gilbert's affordable rental housing stock from 15 to 17 units meeting its goal.

The Emergency Minor Home Repair exceeded its goal of serving 60 homeowners by assisting 79 residents and the program had already met the expected number of households over the five year plan. Furthermore, the allocated funding of \$364,000 was utilized on the program and additional funding of \$19,673.93 was transferred to the program from administrative and project savings and in order to meet and complete the demand for service of the 79 homeowners who requested assistance.

Although Gilbert does not utilize the Tenant Based Rental Assistance program funds through CDBG or HOME, general funds are provided to the local Gilbert Community Action Program (CAP) office that provides emergency financial assistance to help individuals and families avoid eviction and prevent homelessness. Gilbert awarded the CAP office \$120,000 in 2019 and the CAP office provided 1,013 direct financial assistance payments utilizing all of the available funding sources.

In addition, Gilbert allocated \$108,200 in general fund dollars to support eight organizations that provided services to the homeless including emergency and transitional housing. The organizations included Catholic Charities, Child Crisis Center, A New Leaf (Family Shelter and Men's Center), the House of Refuge, Chrysalis, Central AZ Shelter Services, Community Alliance Against Family Violence and Save the Family whom combined assisted 210 individuals with housing needs.

Furthermore, Gilbert funded the East Valley Adult Resources, Mercy Housing, About Care, Aid to Adoption of Special Kids (AASK), Junior Achievement of Arizona, ICAN, Best Buddies, Big Sisters-Big Brothers, and the Boys and Girls Club. Each of these organizations work with children, the disabled or the elderly. The EMHR program, which utilizes CDBG funds, assisted 44 elderly and 38 disabled individuals with their home needs. The outside organizations were provided \$144,800 in general funds and they served over 631 unduplicated individuals.

Discuss how these outcomes will impact future annual action plans.

Gilbert continues to look strategically at how to best utilize CDBG funds for housing needs. With the limited dollars available, the focus has been on increasing the affordable rental home stock in Gilbert, assisting low and moderate income homeowners to allow them to stay in their homes, and leveraging general fund dollars to support entities that are able to provide additional housing resources for Gilbert residents. The funding partnership with East Valley Adult Resources, Mercy Housing and About Care, organizations whose mission is empower independent living, resulted in 333 unduplicated residents receiving assistance that allowed them to stay in their home.

Gilbert is committed to keeping affordable housing as a priority consideration and also continues to work toward finding additional resources to assist homeowners in need.

Include the number of extremely low-income, low-income, and moderate-income persons served by each activity where information on income by family size is required to determine the eligibility of the activity.

Number of Households Served	CDBG Actual	HOME Actual
Extremely Low-income	28	0
Low-income	35	6
Moderate-income	16	0
Total	79	0

Table 7 – Number of Households Served

Narrative Information

The Emergency and Minor Home Repair program served 79 income qualified households this past fiscal year, an increase from the prior year. All participants are required to be homeowners, not renters. Of these, 12 were female head of household, 44 were elderly and 38 were handicapped or disabled. The single family dwelling unit purchased to be used as permanent affordable rental housing has a requirement of serving a family that is low income (60% or below AMI) and is a renter, not an owner.

CR-25 - Homeless and Other Special Needs 91.220(d, e); 91.320(d, e); 91.520(c)

Evaluate the jurisdiction's progress in meeting its specific objectives for reducing and ending homelessness through:

Reaching out to homeless persons (especially unsheltered persons) and assessing their individual needs

Gilbert continues to participate in the Maricopa County Regional Continuum of Care (CoC) and is a member of the Maricopa Association of Governments (MAG). Gilbert provides support to the Maricopa Continuum of Care and regional homeless service providers including :

- A New Leaf (emergency shelters for homeless men, women and families)
- House of Refuge (transitional housing for families)
- Central Arizona Shelter Services (Regional Emergency Shelter for Homeless Men, Women, & Children)
- Catholic Charities Community Services (domestic violence shelter)
- Child Crisis Center (temporary housing for children)
- Chrysalis (domestic violence shelter)
- Community Alliance Against Family Violence (Domestic and Sexual Violence shelter)
- Save the Family (homeless families intervention program)

These programs provided assistance to 210 homeless Gilbert individuals and families including the chronically homeless, veterans and unaccompanied youth. Gilbert provided \$108,200 in general fund and voluntary donations to support these providers.

Gilbert also participated and contributed data in preparation for funding to support the regional homeless assistance programs by participating in MAG's regional Point-In-Time Homeless Street Count and MAG's annual Heat Relief Campaign. In addition, Gilbert contributed \$5,000 in funding to the non-profit organization, One Small Step/Clothes Cabin, whom focuses on providing laundry services, clothing, mailboxes and showers for the homeless.

Addressing the emergency shelter and transitional housing needs of homeless persons

Homeless individuals' needs are assessed at a regional level by contacting a centralized intake system in which individuals information is taken, needs are assessed and appropriate placement to an emergency, transitional or other shelter/services are provided as available. The Town of Gilbert annually contributes general funds to regional homeless service providers in order for homeless Gilbert residents to receive assistance and shelter as needed.

The regional shelters including a New Leaf, CASS, My Sister's Place, Chrysalis and House of Refuge were supported financially by Gilbert to provide emergency and transitional shelter to homeless individuals and families and victims of domestic violence to avoid them living on the streets. A total of 210 Gilbert

individuals received thousands of bed nights in a clean, safe environment. Gilbert also funded the Gilbert CAP office with \$120,000 to assist in providing emergency financial assistance to families in crisis and on the verge of being evicted therefore causing homelessness. A total of 1,013 Gilbert individuals and families received emergency financial assistance which included rent, mortgage or utilities assistance to help in alleviating a crisis and avoiding eviction or utility shut-offs.

Helping low-income individuals and families avoid becoming homeless, especially extremely low-income individuals and families and those who are: likely to become homeless after being discharged from publicly funded institutions and systems of care (such as health care facilities, mental health facilities, foster care and other youth facilities, and corrections programs and institutions); and, receiving assistance from public or private agencies that address housing, health, social services, employment, education, or youth needs

Although Gilbert does not have a specific transition plan for those who are discharged from publicly funded institutions such as health care facilities or mental health facilities, etc., staff work closely with both the fire and police departments to communicate Town staff resources and community resources available. In addition, as we outlined in our annual action plan, the Town of Gilbert committed to supporting the Gilbert Community Action Program (CAP) utilizing general funds. The CAP office provides emergency financial assistance, case management and referrals for other services to assist individuals and families from being evicted and becoming homeless. Those Gilbert households seeking financial assistance through the Gilbert CAP office typically have very limited or no cash resources to use as personal safety nets.

In addition, the Boys and Girls Club of Gilbert received \$100,000 in general fund dollars to assist in offering opportunities to low and moderate income Gilbert working parents. The program helps by providing child care for the working parents while providing a safe and educational environment for their school-aged children. Gilbert continues to partner with the City of Mesa to offer the VASH program in Gilbert to assist veterans with housing needs. Finally, Gilbert funds About Care who assists with transportation and basic needs for those being discharged from the hospital.

Helping homeless persons (especially chronically homeless individuals and families, families with children, veterans and their families, and unaccompanied youth) make the transition to permanent housing and independent living, including shortening the period of time that individuals and families experience homelessness, facilitating access for homeless individuals and families to affordable housing units, and preventing individuals and families who were recently homeless from becoming homeless again

It is generally less expensive and more effective to prevent a problem before it becomes a problem than it is to solve a problem once it already exists. It is important to the town that all of its residents flourish in our community. Because of that, making sure that low income individuals and families avoid the perils of becoming homeless and are given opportunities to thrive is essential to the town's mission which is

“anticipate, create and help people.”

Last year, Gilbert selected many nonprofit organizations that would provide services to our low income Gilbert residents. Some of the services that were provided last year were from organizations such as the Boys and Girls Club, who provided low to no cost after school child care for working parents who are not able to afford the high cost of regular daycare. Big Brothers and Big Sisters and Aid to the Adoption of Special Kids were also funded by Gilbert and offered mentoring programs to Gilbert youth, focusing on connecting at-risk kids with a strong adult role model that help the kids become better well-rounded individuals. Hope for Addiction was another recipient of funds and the organization provided support for those struggling with addiction and helping them transition and find a new life free from addiction including support in job searching, housing, schooling, financial guidance, court and counseling services. Gilbert also chose to fund United Food Bank, Midwest Food Bank, Open Arms Care Center and Matthew’s Crossing Food Bank whom provide support to families in need who then do not have to choose between paying rent or buying food.

Gilbert supports the regional efforts of the CoC, the Continuum of Care. This group has identified goals to end homelessness, which includes mechanisms to ease the transition for people exiting emergency and transitional housing to permanent supportive housing. Actions include continuing case management and wrap-around supportive services for individuals who have found permanent supportive housing to assist with the transition and to alleviate any obstacles that may occur which would cause them to lose their permanent housing and return to emergency or transitional housing. Gilbert's community needs assessment identified homeless individuals and families as the fifth prioritized population group needing additional services which continues to keeps Gilbert's focus on supporting regional homeless services and domestic violence programs that provide emergency shelter, transitional shelter and support services to Gilbert’s residents. In regards to veterans, Gilbert is home to the Southeast VA Health Care clinic and the Town has recently created the Veterans and Military Advisory Board whose mission is to create a supportive Town atmosphere and examine issues affecting the health and well-being of service members, veterans, and their families. Furthermore, Gilbert finalized the extension of an agreement with Mesa to utilize VASH vouchers in Gilbert.

CR-30 - Public Housing 91.220(h); 91.320(j)

Actions taken to address the needs of public housing

The Town of Gilbert does not have its own Housing Authority therefore there are no Public Housing or Section 8 programs based in Gilbert. Gilbert falls under the jurisdiction of Maricopa County's Section 8 program, which assists participants located in Gilbert and there are approximately 60 vouchers in use. The Town has no immediate plan to establish a Housing Authority to administer Public Housing and Section 8 programming in Gilbert. This is due to the high administrative cost of operating the program compared to the number of units that would be allocated to Gilbert and no increased benefit from HUD in the form of additional vouchers or funding.

Actions taken to encourage public housing residents to become more involved in management and participate in homeownership

The Town of Gilbert does not have any public housing. However, Gilbert continues to strive to keep residents in their own homes by offering the emergency and minor home repair program to low and moderate income homeowners. In addition, Gilbert provides general fund dollars to East Valley Adult Resources, About Care and Mercy Housing Southwest whose mission is to empower and support Gilbert older adults and their families to remain independent and engaged in our communities by being able to stay in their own homes.

Actions taken to provide assistance to troubled PHAs

The Town of Gilbert does not have a public housing administration.

CR-35 - Other Actions 91.220(j)-(k); 91.320(i)-(j)

Actions taken to remove or ameliorate the negative effects of public policies that serve as barriers to affordable housing such as land use controls, tax policies affecting land, zoning ordinances, building codes, fees and charges, growth limitations, and policies affecting the return on residential investment. 91.220 (j); 91.320 (i)

Gilbert partners with Affordable Rental movement (ARM) of Save the Family to administer our permanent affordable rental housing program in Gilbert. ARM uses our allocated HOME funds to purchase, rehabilitate and rent one single family attached Gilbert home to a financial eligible family. Household members may also participate in supportive services including money management, increasing employability, and pursuing education.

Actions taken to address obstacles to meeting underserved needs. 91.220(k); 91.320(j)

Gilbert identified the obstacles as the on-going maintenance needs and replacement costs of the older built environment in north Gilbert, the aging of homes in north Gilbert, and increased need for services due to population growth.

To address the identified obstacles, Gilbert targeted capital improvements and services in the Heritage District, specifically improving the accessibility to the Heritage Center that offers social services. In addition, Gilbert also focused on continuing the use of general fund dollars to non-profits with who are providing supportive services to low- and moderate-income residents and providing emergency and minor home repairs to all Gilbert homeowners.

Actions taken to reduce lead-based paint hazards. 91.220(k); 91.320(j)

The majority of Gilberts housing stock was built after 1990. Gilbert's Emergency and Minor Home Repair program is the mechanism utilized by Gilbert to address lead based paint hazards. For last fiscal year, Gilbert assisted 17 homeowners whose homes were built prior to 1978 and completed an on-site inspection done by an EPA certified Risk Assessor. This check is coupled with the environmental review.

In addition, Gilbert has in place that any program that utilizes CDBG or HOME funds is researched to obtain the year in which the home was built. Each home older than 1978 is inspected by a certified Lead Based Paint inspector to ensure there are not hazards appearing on the property. If such hazards are present, Gilbert will contract with a consultant to test the level of lead based paint hazard to determine the appropriate mitigation techniques.

Actions taken to reduce the number of poverty-level families. 91.220(k); 91.320(j)

Gilbert supported various public service programs with its own general funds to assist in reducing the number of poverty level families. Specifically, Gilbert funded programs that focused on providing

emergency financial assistance to prevent eviction and utility shut offs, employment training and job search information, child care assistance, and case management. These vital services assisted persons in maintaining their housing, employment and offering a stable environment for dependents.

Actions taken to develop institutional structure. 91.220(k); 91.320(j)

The Town Manager's office houses the Community Resources section, which administers and implements the plan through partnerships with public and private entities. An Assistant Town Manager oversees the Community Resources Supervisor, who in turn is responsible for the administration of the CDBG and HOME programs. The Housing Rehabilitation Specialist is responsible for managing the Town's Emergency and Minor Home Repair Program and is a direct report to the Supervisor. This section also works with the Town's Capital Improvement Project team (CIP), Parks and Recreation staff, and private consultants and contractors to carry out infrastructure projects. Most activities are performed by contractors or contracted service providers (Providers) and governed by binding contracts entered into between the Provider and the Town of Gilbert. The contract contains a scope of work, schedule of completion, budget and operational provisions through which Gilbert can determine provider compliance with all applicable regulations, and performance measures.

Prior to the renovation of Page Park Center, now Heritage Center, there were few non-profit social services located in the Town of Gilbert. With this new facility, Gilbert's institutional structure has been enhanced and the intent was to continue partnering with regional service providers to bring in additional services. The pandemic did curtail on site activities, but with continued effort providers are finding ways to more effectively and efficiently serve those in need, without having a physical presence. Gilbert continues to try and bring these groups together and has launched the East Valley Resource Coalition to create stronger collaborations among providers. The Town has also partnered with MAG in regional planning activities that identify strategies for overcoming regional homelessness, transportation issues, domestic violence, and aging services. Finally, Gilbert participated in volunteer recruitment, days of service, and engages the faith community to assist in areas where service providers need assistance in outreach.

Actions taken to enhance coordination between public and private housing and social service agencies. 91.220(k); 91.320(j)

Gilbert continued to collaborate with public and private housing and social service agencies to meet the goals and objectives of the Consolidated Plan. This included attending MAG and HOME meetings, special meetings and/or participation on relevant task forces such as the Mayor's One Gilbert Youth Suicide Prevention group, Gilbert for Our City, and various stakeholders involved in the Heritage Center.

Identify actions taken to overcome the effects of any impediments identified in the jurisdictions analysis of impediments to fair housing choice. 91.520(a)

Gilbert is a member of the Maricopa County HOME Consortium and participated in the Regional Analysis

of Impediments to Fair Housing Choice. The analysis found that the cost of affordable housing limits housing choice. Gilbert continues to utilize its HOME funds to provide additional affordable housing within Gilbert as recommended. Maricopa County Housing Authority administers Section 8 housing choice vouchers on behalf of Gilbert. Vouchers may be used by participants Town-wide, which decreases the opportunity of poverty concentration in specific areas of Gilbert. Gilbert has three Low Income Housing Tax Credit multi-family apartment complexes that are all located on public transit routes.

In 2019 Gilbert approved a zoning ordinance amendment creating a new Multi Family – High zoning district that allows for greater density of multi family. With the high cost of land, this allows for greater development potential in appropriate locations throughout the Town.

Gilbert has seen an increase in residential density and multi-family residential uses. As of 2019, Gilbert had an inventory of 10,709 multifamily housing units and construction is underway on multiple multi-family projects. It is anticipated that multifamily units will continue to be developed in Gilbert including 3-story duplex residences in the Heritage District, multi-family by the Santan mall and Cooley Station and other mixed use development throughout Gilbert.

Furthermore, in our 2020 General Plan that was approved by a public vote in August, Gilbert set a goal to have a greater diversity of housing types and densities, retail and commercial centers, and employment opportunities into identified growth areas where significant change is foreseeable. The intent of the policy is to promote a greater variety of land uses within these areas to maximize the function for the Town's limited land resources and reduce automobile dependency by concentration development within walkable, bicycle friendly and/or transit-accessible geographic areas.

CR-40 - Monitoring 91.220 and 91.230

Describe the standards and procedures used to monitor activities carried out in furtherance of the plan and used to ensure long-term compliance with requirements of the programs involved, including minority business outreach and the comprehensive planning requirements

Gilbert employs a Community Resource Supervisor to administer all CDBG and HOME funded projects and contracts plus a Housing Rehabilitation Specialist to administer the Emergency and Minor Home Repair Program. It is the responsibility of these positions to ensure compliance with requirements of the programs involved and create the comprehensive planning requirements.

The Town of Gilbert utilizes standards to monitor all CDBG funded activities to ensure long-term compliance of regulations. Each program/project funded with CDBG is reviewed to ensure it meets national CDBG objectives and complies with CDBG eligibility. A public process is utilized to determine funding priorities, strategies and goals for use of CDBG funds that aligns with both Town Council priorities and Town Strategic Initiatives. Each funded activity must enter into a contractual obligation with Gilbert to ensure that contracted services and Scope of Work activities are carried out as agreed-to, and to ensure compliance with federal regulations. This includes a subcontractor requirement to provide outreach to minority and Section 3 businesses when applicable. Documentation is provided from subcontractors to include outreach efforts and procurement of minority and Section 3 businesses for a CDBG funded project.

Each project is analyzed for eligibility, past performance, community impact and measurable outcomes that must ultimately benefit the Town of Gilbert. An environmental review is completed as necessary for each project and a Notice to Proceed is issued prior to any federal funds being expended.

Organizations contracted for services must report activities every quarter identifying program demographics and status of measurable outcomes as specified in their funding contract. In addition, financial reimbursements are required monthly with appropriate back up demonstrating that expenses were incurred for appropriate line items and that budgetary requirements are being met.

The program supervisor attended various HUD-sponsored training sessions as well as participated in webinars during 2019-2020. These efforts were to ensure staff remains current with new and/or revised federal regulations regarding HUD funded programs. The housing rehabilitation specialist also attended training sessions and/or webinars including a 3 day Part 58 training.

For fiscal year 2019-2020, Gilbert completed internal spot checking of Emergency and Minor Home Repair client files to ensure compliance is maintained. Monthly review of budget and financial expenditures of the program are completed and discussed among staff to ensure annual budget projections are followed. In addition, Gilbert completes an annual risk assessment to determine whether contracts need an on-site monitoring or desk monitoring. Monitoring is done annually to

review demographics and rental compliance for the affordable rental program and on site monitoring is conducted every two years. A HOME Consortium monitoring tool is utilized to ensure all regulations, contract provisions and budgetary expectations are completed and is scheduled for this year. However due to the pandemic, the on-site monitoring was delayed until November 2020. On site monitoring is conducted every two years.

In addition, CDBG funds were utilized to contract with outside contractors to complete the design of the sidewalk and Heritage District exterior improvements. Bi-weekly meetings took place to ensure measureable goals and budgets were being met and on schedule.

Citizen Participation Plan 91.105(d); 91.115(d)

Describe the efforts to provide citizens with reasonable notice and an opportunity to comment on performance reports.

Gilbert's fiscal year 2019-2020 CAPER report was posted on Monday, November 9, 2020 through Monday November 23, 2020. Solicitation of public comments and notification of where to find the report is publicized on Gilbert's Facebook page, through Gilbert's Twitter account, and Gilbert's Home page. It was determined this was a more widely utilized mechanism to encourage public comment rather than posting in a public newspaper. A hard copy of the report was available for viewing at the Southeast Regional Library, Town of Gilbert Offices, Gilbert Community Center and Gilbert Heritage Center.

CR-45 - CDBG 91.520(c)

Specify the nature of, and reasons for, any changes in the jurisdiction's program objectives and indications of how the jurisdiction would change its programs as a result of its experiences.

Gilbert has stayed true to its primary goals set forth in the Consolidated Plan, including expending additional funds on the emergency and minor home repair program, working on the design for construction of the ADA sidewalk repair and master plan design for the exterior renovation of the Heritage Center.

In addition, Gilbert did add public services to the 2019 Annual Action Plan through a substantial amendment. Due to COVID-19, Gilbert received an allocation of \$586,029 in CDBG-CV funds and subsequently allocated them in support of public services in response to pandemic. Specific services included Senior Meals, Domestic Violence Court Advocacy, Rent and Utility Assistance and Economic Development.

Does this Jurisdiction have any open Brownfields Economic Development Initiative (BEDI) grants?

No

[BEDI grantees] Describe accomplishments and program outcomes during the last year.

Gilbert Accomplishments Summary 2019-2020

Agency/Program	Funding Allocated FY 19-20	Program Focus	Funding Source	HUD Outcome	Persons Assisted
Rental Housing Objectives					
ARM of Save the Family	\$250,358.50	Permanent Affordable Rental Housing	HOME	DH-2	3
TOTAL	\$250,358.50				3
Owner Housing Objectives					
Emergency Home Repair	\$ 343,673.93	Emergency and Minor Home Repair Assistance	CDBG	DH-1	199
TOTAL	\$ 343,673.93				199
Homeless Prevention Objectives					
A New Leaf- East Valley Men's Center	\$8,000	Emergency shelter for homeless men	General Funds	SL-1	6
A New Leaf – La Mesita Shelter	\$5,000	Emergency shelter for homeless families	General Funds	SL-1	2
Catholic Charities Community Services	\$18,000	My Sister's Place domestic violence shelter	General Funds	SL-1	11
Central Arizona Shelter Services	\$10,000	Regional Emergency Shelter for Homeless Men, Women & Families	General Funds	SL-1	10
Child Crisis Center	\$9,000	Children's Emergency Placement program	General Funds	SL-1	45
Chrysalis	\$9,000	Domestic violence victim services	General Funds	SL-1	5
Community Alliance Against Family Violence	\$7,000	Domestic & Sexual Violence Services and Education	General Funds	SL-1	9
House of Refuge	\$24,200	Transitional housing for families	General Funds	SL-3	103
One Small Step	\$5,000	Clothing Bank and Homeless Services	General funds	SL-3	284
Save the Family	\$18,000	Homeless families intervention program	General Funds	SL-3	16
TOTAL	\$ 113,200				494
Community Development: Public Facilities/Infrastructure Objectives					
Heritage Center Exterior Renovation	\$400,000	Exterior renovation to provide proper accessibility	CDBG	SL-3	In progress
ADA Sidewalk Design & Replace	\$228,395	Design improvements for sidewalks out of ADA compliance	CDBG	SL-3	In progress
TOTAL	\$628,395				
Community Development: Public Services Objectives					
Anti-poverty Objectives					
AZCEND	\$120,000	Gilbert CAP Office-emergency financial assistance & referrals	General Funds	SL-3	503
United Food Bank	\$8,000	Emergency and supplemental food	General Funds	SL-3	7240
Child Crisis Center	\$7,000	Family education	General Funds	SL-3	100
Matthew's Crossing Food Bank	\$8,000	Meals to Grow-food backpacks for youth	General Funds	SL-3	352
Open Arms Care Center	\$11,000	Food Pantry Transportation Update	General Funds	SL-3	667
Midwest Food Bank	\$8,000	Emergency Food Box Program	General Funds	SL-3	5414
TOTAL	\$162,000				14,276

Gilbert Accomplishments Summary 2019-2020

Non-homeless Special Needs Objectives					
About Care	\$5,000	Empowering independent living for seniors	General Funds	SL-3	65
Aid to Adoption of Special Kids	\$5,000	Gilbert foster/adoption support program	General Funds	SL-3	20
Best Buddies	\$5,000	Friendship Mentoring program	General Funds	SL-3	29
East Valley Adult Resources	\$5,000	Older Adult Support Services	General Funds	SL-3	30
Gilbert Senior Center: Senior Meals	\$137,000	Congregate & home delivered meals and senior activities	General Funds	SL-3	329
Hope for Addiction	\$5,000	Weekly Support group/mentorship program	General Funds	SL-3	26
Mercy Housing Southwest	\$12,500	Resident services for seniors	General Funds	SL-3	177
TOTAL	\$179,500				676
Youth Services					
Big Brothers Big Sisters	\$5,000	Mentoring services	General Funds	SL-3	12
Gilbert Boys & Girls Club	\$100,000	After school activities and prevention services	General Funds	SL-3	570
ICAN	\$2,300	Substance Use and Treatment Task Force	General Funds	SL-3	1073
Junior Achievement	\$5,000	Financial Literacy Program for low income students	General Funds	SL-3	263
TOTAL	\$112,300				1,918
TOTAL ALL SOURCES	\$				
HUD Outcome Code Key	Availability/Accessibility	Affordability	Sustainability		
Decent Housing	DH-1	DH-2	DH-3		
Suitable Living Environment	SL-1	SL-2	SL-3		
Economic Opportunity	EO-1	EO-2	EO-3		